

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of

Examiner: Elahee

Elsey et al.

Group Art Unit: 2614

Serial No.: 10/766,498

Filed: January 27, 2004

For: TECHNIQUE FOR EFFECTIVELY PROVIDING CONCIERGE LIKE  
SERVICES IN A DIRECTORY ASSISTANCE SYSTEM

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**AMENDMENT**

**SUBMITTED VIA EFS WEB**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SIR:

In connection with the above-referenced application, please enter the following amendments and remarks in response to the Office Action dated April 9, 2010. A Petition to Withdraw Holding of Abandonment is attached.

**Amendments to the Claims** are reflected in the listing of Claims which begins on page 2 of this paper.

**Remarks** begin on page 9 of this paper.